



2020 PUBLIC ACCOUNTABILITY STATEMENT

Our commitment to you



Table of contents

Introduction	3
Our values	3
About Home Trust	4
Our solutions	5
CEO message	6
Our accountability	7
2020 causes supported	9
Locations, Affiliates Employees, Taxes	10
Total Canadian business financing	11
Directory	12



Introduction

Throughout 2020, we were all reminded of the importance of community. Communities that helped keep people connected while staying physically apart. Home Trust was in a position to continue to help people in the communities we serve with financial solutions when they needed them most. We were also proud to give back and contribute to causes that supported the health and well-being of Canadians during a challenging year for us all.

Our values



Protect our Home



Un-complicate



Win as a team



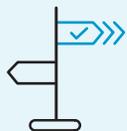
Know your business



Execute with excellence



Amaze them every time



Act with urgency; choose wisely



Say 'yes' first



Be proud of our Home



Work hard, play hard

\$245,000 in total donations
and sponsorships

About Home Trust

Home Trust Company is a wholly owned subsidiary of Home Capital Group Inc., a public company traded on the Toronto Stock Exchange under the symbol HCG. Home Trust, and its subsidiary Home Bank, are federally regulated financial institutions (collectively “Home Trust” or “Home”), offering residential and non-residential mortgage lending, securitization of residential mortgage products, consumer lending and credit card services. In addition, Home Trust offers deposits via brokers and financial planners, and through a direct-to-consumer deposit brand, Oaken Financial. Licensed to conduct business across Canada, we have offices in Ontario, Alberta, British Columbia, Nova Scotia and Quebec.

\$50,000 donated to
Conquer COVID-19

Our solutions



Mortgage Lending

Home Trust is a leading Canadian mortgage lender. By offering a range of mortgage products, Home Trust provides financial solutions to meet the needs of thousands of Canadians and those new to Canada.

Through a proprietary lending approach, comprehensive borrower assessment and flexible alternative options, Home Trust is a one-stop shop for borrowers and mortgage brokers.

Home Trust also provides first mortgages to high-quality borrowers in selected markets across Canada.



Consumer Lending

Home Trust's Equityline Visa program brings to cardholders the ability to access the equity they have built in their homes together with the features and convenience of a Gold Visa card.

Home Trust also offers deposit-secured credit cards for individuals who wish to build or re-establish a positive credit history, as well as unsecured cards under Home Trust's brand name to qualified individuals.



Deposit Investments

Home Trust provides a broad range of deposit investments through its extensive deposit broker network. In addition, Oaken Financial ("Oaken"), our direct to consumer offering, provides a suite of savings and GIC options.

With efficient, personal service and competitive rates, Oaken offers solutions to help meet the long-term and short-term needs of investors looking to diversify their portfolios.

\$110,000 raised for the
Canadian Mental Health Association

CEO message

Thank you for visiting our 2020 Public Accountability Statement. My hope is that this letter finds you and your loved ones safe and well.

Communities across Canada grappled with the wide-ranging impacts of the pandemic throughout 2020. As an engaged member of the communities we serve, Home Trust was proud to provide assistance to thousands of people who needed help during a trying time. This included a mortgage deferral program to help our customers financially impacted by COVID-19 keep their homes. We were there for our fellow Canadians throughout the year, and we will continue to be there for you.

While much has been said about the challenges of 2020, I would also like to acknowledge the resilience and compassion that was demonstrated by so many. People, businesses, organizations and charities across Canada found innovative ways to adapt and keep going, and Home Trust was pleased to be able to support and contribute to a group of these worthwhile efforts.

With safety protocols in place, we held our 8th annual Tom Trenouth charity Golf Tournament and raised \$110,000 for the Canadian Mental Health Association. We donated \$50,000 to Conquer COVID-19, a grassroots charity that was launched in Canada to procure and distribute personal protective equipment to front-line workers during the earliest stages of the pandemic. And we gave back to causes that support families in need, at-risk youth, and men's and women's health.

At Home, we recognized our fortunate role as an essential business, and our people continued to live by our values and put our customers first, even while working remotely. That's why, throughout the year we also prioritized the health and well-being of our people. We offered regular sessions focused on health, wellness, and professional development to our teams who make what we do possible each day.

Looking ahead, I am optimistic about the future. We have made it this far together, and I am hopeful that we will slowly be able to resume interacting and participating in the activities we have all missed. I also look forward to a long awaited reunion with our employees, customers, partners and communities.

Yousry Bissada

President and Chief Executive Officer



I am optimistic about the future. We have made it this far together, and I am hopeful that we will slowly be able to resume interacting and participating in the activities we have all missed.



Our accountability

Home Trust extends its commitment to providing high-quality solutions and service to its customers, and to operating as a responsible corporate citizen that gives back. These efforts are reflected in the investments we make in our people and the communities we serve.

At the outset of the pandemic in Canada, and when lockdown measures were first being implemented, we focused on shifting the majority of our workforce to working from home. We did this swiftly so that we could continue to Protect our Home – our people. Within a very short period of time, and thanks to the outstanding collaborative efforts of our teams, 98% of our staff across Canada were working from the safety and security of their homes. We also made this transition with high IT security standards in place to protect our customer data.

| **\$33,000** in bursaries awarded

98% of employees working from home within two weeks of lockdown measures

At Home, we believe our culture is what sets us apart. Despite remote working, we worked hard to ensure we stayed connected and kept our teams informed. We held monthly virtual town halls, increasing their frequency from quarterly in years past, provided video updates on an alternate monthly basis, and held regular information sessions about our response to COVID-19. In addition, we hosted a series of webinars focused on supporting our staff with health, wellness, social and professional development sessions. We launched an internal, interactive microsite called Life@Home, featuring stories and pictures of our Home team members to help us stay connected while being physically apart. And our calendar stayed full with the virtual events we organized, which included comedy, trivia and virtual communications experts. In 2020, we were pleased to report an Employee Engagement score of 88%, above the industry benchmark of 77%.

The events of 2020 made us all reevaluate the importance of our homes, which for many became schools, offices, daycares, and much more. That's why, we launched a deferral program to help our customers financially impacted by COVID-19 keep their homes and manage their mortgage payments. Throughout the year, we helped over 10,000 customers with loan deferral and payment relief options when they needed them most. And with a strong housing market, we worked closely with our broker partners to make sure they could continue to serve their clients in buying or refinancing homes for themselves and loved ones.

Our Oaken customers have come to rely on the friendly and helpful in-person service that our teams provide.

To comply with governmental and public health guidelines, we had to temporarily close our Oaken stores across Canada. However, we strive to amaze our customers every time. To ensure we could still serve our Oaken customers, we enhanced our online banking capabilities and increased our call-centre hours and coverage.

Our investments in technology have helped Home improve our "green" efforts. Since early 2020, our mortgage underwriting and funding processes have been entirely paperless, and these paperless operations have made it possible for our teams to work remotely and still conduct business with our customers and partners. During the year, we also reduced the number of paper financial statements we mailed out by over 90%.

A very important initiative that we launched in 2020 was Home's Diversity, Equity and Inclusion (DEI) journey. We set out to engage our employees, build awareness and create programs in support of diversity at Home. For the first time, we conducted a survey of our employee-base to better understand the demographics within our organization. From these results we learned that 48% of our employees identify as Black, Indigenous and people of colour (BIPOC) and that 54% of our people identify as women. Efforts to support our DEI journey in 2021 and beyond will include unconscious bias training and DEI performance metrics for our talent management at Home.

Finally, in 2020 we reviewed and updated our Code of Conduct, which is reviewed and attested to by all of our employees on an annual basis to better reflect our renewed Diversity policy and efforts throughout the organization.

A sample of causes that Home Trust supported in 2020

Home Trust was proud to provide financial contributions to the following organizations in 2020. We look forward to a time when it will be safe to resume in-person volunteering and community involvement.



Locations



Affiliates

This Public Accountability Statement includes information on Home Trust Company and its wholly owned subsidiary, Home Bank, and is available in print and online at www.hometrusted.ca/about/public-accountability/

	Full-time Permanent Employees*	Tax expense in 2020 ¹	
Alberta	8	\$1,689,331	Provincial taxes paid \$30,849,615
British Columbia	13	\$1,439,497	Federal taxes paid \$39,853,858
Manitoba	3	\$150,492	Capital and income taxes paid \$70,703,473
Nova Scotia	6	\$899,939	Other taxes ² \$19,623,124
Ontario	746	\$26,235,425	Total tax expense in 2020 \$90,326,597
Quebec	8	\$434,931	
Total	784		

*There are no part-time permanent employees as of December 31, 2020.

¹Tax expenses in 2020 represent taxes paid and payable with respect to the year ended December 31, 2020.

²Other taxes include payroll taxes and goods and services sales taxes.

Total Canadian business financing

Authorized and advanced during the year ended December 31, 2020

\$25,000-99,999*			\$100,000-249,999			\$250,000-499,999		
Province	Advanced amount	Clients	Province	Advanced amount	Clients	Province	Advanced amount	Clients
Alberta	-	0	Alberta	-	0	Alberta	-	0
British Columbia	50,813	1	British Columbia	201,829	2	British Columbia	1,616,488	4
Ontario	881,064	24	Ontario	4,080,942	22	Ontario	18,948,195	47
Quebec	-	0	Quebec	-	0	Quebec	1,087,935	3
Other	137,569	2	Other	948,089	6	Other	1,151,000	3
Total	1,069,446	27	Total	5,230,860	30	Total	22,803,617	57

\$500,000-999,999			\$1,000,000-4,999,999			\$>=5,000,000		
Province	Advanced amount	Clients	Province	Advanced amount	Clients	Province	Advanced amount	Clients
Alberta	1,706,609	2	Alberta	11,408,289	6	Alberta	48,401,091	1
British Columbia	8,611,511	12	British Columbia	31,837,569	16	British Columbia	59,952,946	6
Ontario	64,987,129	93	Ontario	186,370,627	97	Ontario	777,486,635	40
Quebec	7,346,810	12	Quebec	92,339,445	42	Quebec	406,639,590	26
Other	929,375	1	Other	20,158,368	7	Other	27,956,531	3
Total	83,581,433	120	Total	342,114,297	168	Total	1,320,436,792	76

\$Total		
Province	Advanced amount	Clients
Alberta	61,515,989	9
British Columbia	102,271,155	41
Ontario	1,052,754,591	323
Quebec	507,413,780	83
Other	51,280,932	22
Total	1,775,236,446	478

The 'Other' Province category includes the following:

Manitoba, New Brunswick, Newfoundland and Labrador, Northwest Territories, Nova Scotia, Nunavut, Prince Edward Island, Saskatchewan

* Home Trust did not issue debt financing between \$0 and \$24,999 to firms in Canada during the period under review.

Home provided **10,000+** customers with financial relief assistance

Home Trust Locations

Toronto

145 King Street West, Suite 2300
Toronto, Ontario M5H 1J8

Calgary

517 – 10th Avenue SW
Calgary, Alberta T2R 0A8

Halifax

1949 Upper Water Street, Suite 101
Halifax, Nova Scotia B3J 3N3

Montreal

2020 Boul. Robert-Bourassa, Suite 2420
Montreal, Quebec H3A 2A5

Vancouver

200 Granville Street, Suite 1288
Vancouver, British Columbia V6C 1S4

Oaken Stores

Toronto

145 King Street West, Concourse Level
Toronto, Ontario M5H 1J8

Calgary

517 – 10th Avenue SW
Calgary, Alberta T2R 0A8

Vancouver

200 Granville Street, Suite 1288
Vancouver, British Columbia V6C 1S4